



## **Using Avaya one-X® Mobile on BlackBerry (touch-screen model)**

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# Chapter 1: Introduction to Avaya one-X® Mobile

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## Avaya one-X® Mobile overview

Avaya one-X® Mobile presents the combined features of Avaya one-X® Mobile Unified Communications (UC) and Avaya one-X® Mobile Lite.

Avaya one-X® Mobile Unified Communications (UC) connects to the Avaya one-X® Client Enablement Services server to give you access to multiple Avaya UC capabilities, such as:

- Telephony
- Messaging
- Mobility
- Presence Services

Use the Avaya one-X® Mobile UC mode to enable your mobile device to access the telephone system of your company. You can thus use your mobile device as your office telephone extension to make and receive calls, review voice mail messages, look up the corporate directory of your company, or even block selected calls irrespective of your location.

Avaya one-X® Mobile Lite connects to the Avaya Aura® Communication Manager. It provides the simultaneous ring feature for mobile users, and thus allows them to remain productive with a single telephone number and voice mail capabilities.

Use the Avaya one-X® Mobile Lite mode to enable your mobile device to ring when you receive a call on your office telephone system. You can also make outgoing calls from your mobile device while displaying your office telephone number as the calling ID. Your mobile number remains hidden in this case.

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## Key features of Avaya one-X® Mobile UC mode

### Speech Access

Use the Speech Access feature to speed dial the Avaya one-X® Speech server. The Avaya one-X® Speech server has the voice recognition capability to convert speech to text.

## **Status Message**

Use the Status Message feature to add, edit, delete, or select a status message.

## **Ring Phones**

Use the Ring Phones feature to select telephone numbers that should ring when you receive an incoming call on your office telephone extension.

## **Block**

Use the Block feature to block calls, allow only VIP calls, or allow all incoming calls on your ring phone destination.

## **Availability**

Use the Availability feature to set your presence status.

## **History**

Use the History feature to view the list of incoming, outgoing, and missed calls to your office telephone.

## **Contacts and Corporate Directory**

Use the Contacts feature to search for a contact from the corporate directory of your company. You can also add corporate contacts to your local contact list.

## **VIP**

Use the VIP feature to designate key contacts from the corporate directory of your company as VIPs. You can then use the VIP feature in association with the Block feature to allow only VIP calls. The application directs all non VIP calls to voice mail.

## **Favorite**

Use the Favorite feature to designate key contacts from the corporate directory of your company as favorite, for example, when the contact is frequently called. You can then easily search for the favorite contacts from the **Favorites** tab on the Contacts screen.

## **Call Back**

Use the Call Back feature to route a call from your Avaya one-X® Mobile application to any telephone through your office telephone system. After you answer the first leg of the call, the office telephone system then calls the number you want to reach. The call is connected once the destination answers the second leg of the call. The Avaya one-X® Mobile Call Back feature provides the following advantages:

- The two-party Call Back feature offers improved reliability.
- Your office telephone number is your caller ID regardless of the device you use. You can use any device to make a call, such as your mobile phone, home telephone, or a hotel or conference room telephone.
- The application displays all calls on the History screen.
- You can use any telephone and still benefit from the special rate plans for calls made from your office telephone system.

## Messages

Use the Messages feature to play or delete voice mail messages. You can save the telephone number of the caller and mark it as VIP or favorite in your contacts list.

## Lost/stolen device

Use the Lost/stolen device feature to enable the Avaya one-X® Client Enablement Services server to notify the Avaya one-X® Mobile application to remove all locally stored data, such as downloaded voice mail, clear the account information, and force the user to relogin in order to gain access to Avaya one-X® Mobile. You are then unable to use Avaya one-X® Mobile on any mobile device until the administrator enables your account.

Contact your administrator to enable the Lost/stolen Device flag on the Avaya one-X® Client Enablement Services server.

# Key features of Avaya one-X® Mobile Lite mode

**One number:** Enables your mobile device to ring when you receive a call on your office telephone number, thus turning your mobile telephone device into your office telephone device. The Avaya one-X® Mobile Lite mode displays the caller ID on your mobile device.

**\* Note:**

In some cases, the actual caller ID might not be displayed on the mobile device due to restrictions from your service provider. In this case a common number would be displayed on the mobile device for calls to your office telephone number.

**One device:** Allows you to choose whether to use the Avaya one-X® Mobile Lite mode to make business calls or use the network of your service provider to make personal calls, thus eliminating the need to use multiple phones.

**Voicemail Access:** Allows you to gain access to your voice mail system in order to listen to your voice mails.

**Call forward:** Forwards all callers to a predefined number of your choice.

**Simultaneous ring:** Enables your deskphone number and mobile number to ring simultaneously when you receive a call on your office telephone number.

**Call conference bridge:** Allows you to call the conference bridge number and join the bridge in one touch.

**Corporate directory:** Allows you to search for a contact in the corporate directory of your company. You can call the contact and also save the contact to your local contact list.

**Mid-call features:** Presents you with options that you can use while you are in the middle of a call. The mid-call features are as follows:

- Conference on Answer
- Transfer on Hang-Up

## Introduction to Avaya one-X® Mobile

- Drop Last Added Party
- Exclusion

# Chapter 2: Setting up Avaya one-X® Mobile

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## Downloading Avaya one-X® Mobile

### Procedure

1. Download the Avaya one-X® Mobile application from BlackBerry App World.
2. Search for **Avaya one-X**.
3. Tap **Avaya one-X Mobile**.

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## End User License Agreement screen field descriptions

The application displays the End User License Agreement screen for the first time when the system launches the application and at subsequent times until you accept the agreement.

Field name	Description
Accept	Records that you have agreed to the terms of the agreement and continues the log-on process.
Decline	Exits the application.

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## Avaya one-X® Mobile Welcome screen field descriptions

After you tap **Accept**, the application displays the Avaya one-X® Mobile Welcome screen showing the following buttons:

Name	Description
Avaya one-X® Mobile UC mode	Tap this button to use the Avaya one-X® Mobile Unified Communications (UC) mode. This mode uses the Avaya one-X® CES

Name	Description
	server and gives you access to a host of features such as visual voicemail, call logs, Presence, VIP calling, multiple Ring phones, etc.
<b>Avaya one-X® Mobile Lite mode</b>	Tap this button to use the Avaya one-X® Mobile Lite mode. This mode uses the Communication Manager server with the EC500 feature.

 **Note:**

- After tapping Avaya one-X® Mobile UC mode, if you want to change the mode, tap **Use Lite Mode**. The application displays the Avaya one-X® Mobile Welcome screen.
- After tapping Avaya one-X® Mobile Lite mode, if you want to change the mode, tap **Use UC Mode**. The application displays the Avaya one-X® Mobile Welcome screen.

# Chapter 3: Avaya one-X® Mobile UC mode

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## Avaya one-X® Mobile UC mode overview

Avaya one-X® Client Enablement Services is the first of a new series of next-generation applications that brings Unified Communications (UC) to your desktop and mobile handsets in a single tool. Client Enablement Services gives you access to multiple Avaya UC capabilities, including Telephony, Messaging, Mobility, Conferencing, and Presence Services. With Client Enablement Services, you do not need multiple applications to access the features provided by Avaya Aura® Communication Manager, Avaya Aura® Presence Services, Avaya Modular Messaging / Avaya Aura® Messaging, and Avaya Aura® Conferencing.

Use Avaya one-X® Mobile to enable your mobile device to access the telephone system of your company. Using Avaya one-X® Mobile, you can use your office telephone number to make and receive calls, review voice mail messages, look up your company corporate directory, and even block selected calls irrespective of your location.

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## Setting up the Avaya one-X Mobile UC mode

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### Account setup worksheet for Avaya one-X® Mobile UC mode

Before you set up your Avaya one-X® Mobile account, you must have the following information ready:

Items	Values
Your corporate voice mail system password. This is required only if your corporate voice mail system uses Avaya Modular Messaging or Avaya Aura® Messaging.	
Telephone number of the mobile device you want to use with Avaya one-X® Mobile	
Your user name and password.	

Items	Values
IP/FQDN of the Avaya one-X® Client Enablement Services server to which your mobile device connects to gain access to all the services.	
Port number	
Secure connection setting	

## Requesting access to Avaya one-X Mobile UC mode

### Before you begin

- Ensure that your mobile telephone service is configured for data service.
- Familiarize yourself with the data service usage plans.
- When you travel, familiarize yourself with the roaming charges imposed by other mobile telephone operators for data download.
- Ensure that your data service plan provides unlimited data usage at a fixed rate so that you do not end up paying unexpected data charges.

### About this task

The Avaya one-X® Mobile UC mode uses the data channel of the carrier to communicate information to and from the mobile device.

### Procedure

To request access to the Avaya one-X® Mobile UC mode, contact your system administrator.

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## Logging in to Avaya one-X® Mobile UC mode

### Before you begin

- Familiarize yourself with the operations of your mobile device, including opening the Web browser and navigating to Web pages.
- Avaya one-X® Mobile should be downloaded and installed on the device. For more information, see [Downloading Avaya one-X Mobile](#) on page 11.

### About this task

Use this procedure to set up your account, and to log in to your corporate server the first time you open the Avaya one-X® Mobile application in UC mode on your mobile device.

The user provisioning should be done using only the Avaya one-X® Client Enablement Services administration application. Request your administrator to do this for you. You can then set up

your mobile account and the voice mail PIN using the Avaya one-X® Mobile application in UC mode.

## Procedure

1. On the Avaya one-X® Mobile login screen, enter the following information:

- **User Name**

**\* Note:**

The **User Name** is case sensitive.

- **Password**

- **Server**

- **Port**

- **Secure Connection**

**\* Note:**

The **Secure Connection** setting depends on the setting on the Avaya one-X® Client Enablement Services server. Contact your administrator for further details.

2. Tap **Login**.

The application displays a message indicating successful login and then displays the Mobile Account Setup screen. The application displays the Mobile Account Setup screen only for the first time when you log in to the application.

**\* Note:**

- If the login is unsuccessful, tap the problem button to report the problem and to send error logs to the server. For more details, see [Reporting log-in problems](#) on page 18.
- To exit from the Avaya one-X® Mobile UC mode and switch to the Avaya one-X® Mobile Lite mode, tap **Use Lite Mode**.

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## BES application permissions and control policy settings

Now that you have installed the Avaya one-X® Mobile application on your BlackBerry device, you should set permissions to access controlled services on the BlackBerry device. Only the user or the BES administrator can choose to allow permissions.

There are three main permission categories:

- Connections: These permissions deal with how the BlackBerry can communicate to the outside world. USB, Bluetooth, and Wi-fi permissions are all in this category.
- Interactions: These permissions cover the permissions Avaya one-X® Mobile would need to access the internals of the smartphone. Media, recording, and Security Timer Reset are all included in this category.
- User Data: These permissions include permission to access e-mail, sms (text) messages, contacts, calendars, and the files on your BlackBerry device.

Each permission can be set to one of three values. These values are (in order from least restrictive first to most restrictive last) as follows:

- ApplicationPermissions.VALUE\_ALLOW
- ApplicationPermissions.VALUE\_PROMPT
- ApplicationPermissions.VALUE\_DENY

The following are the list of the permissions the BlackBerry device needs to run:

Permission	Description
PERMISSION_DEVICE_SETTINGS	Avaya one-X® Mobile uses this permission to change configuration and user settings on the device.
PERMISSION_CROSS_APPLICATION_COMMUNICATION	Avaya one-X® Mobile uses this permission to share data and messages with other applications on the device.
PERMISSION_IDLE_TIMER	Avaya one-X® Mobile uses this permission to reset the security timer, and by doing so, prevent the device from locking.
PERMISSION_INPUT_SIMULATION	Avaya one-X® Mobile uses this permission to inject events into the system.
PERMISSION_INTERNET	Avaya one-X® Mobile uses this permission to send and receive data using external connections.
PERMISSION_ORGANIZER_DATA	Avaya one-X® Mobile uses this permission to access the PIM API and also access to personal information management stores such as contacts, tasks, and events.
PERMISSION_PHONE	Avaya one-X® Mobile uses this permission to make and receive phone calls as well as access to phone logs and phone data.
PERMISSION_SECURITY_DATA	Avaya one-X® Mobile uses this permission to access the device key store and related API.
PERMISSION_SERVER_NETWORK	Avaya one-X® Mobile uses this permission to send and receive data using connections

Permission	Description
	routed through a corporate network using the BlackBerry MDS Services.
PERMISSION_WIFI	Avaya one-X® Mobile uses this permission to send and receive data over the Wi-Fi link, as well as, access to information about the Wi-Fi network.

## Setting up your account

### About this task

The application displays the Mobile Account Setup screen only for the first time after you log in to the application using your account credentials. If your administrator has set the credentials for you, the application does not display this screen.

### Procedure

1. On the Mobile Account Setup screen, enter the following:

- **Mobile number**
- **Mobile label**
- **SMS address**

**\* Note:**

Enter a complete SMS address. For example, xxx@abc.com.

**\* Note:**

To update the Mobile Account Setup screen details, see [Modifying a ring phone](#) on page 44

2. Tap **Save**.

The application displays the Home screen as the default screen. The Home screen displays the application status, date, in mm/dd/yyyy format, and the time of the last refresh done.

You can change the default screen. For more details, see [Changing the default tab setting](#) on page 73.

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## Reporting log-in problems

### Before you begin

An email account must be set up for you to report log-in problems and send error logs.

### About this task

Use this procedure to report log-in problems and send error logs to the server.

### Procedure

On the Login Failed dialog box, tap **Send Logs**.

An e-mail message window opens. The application prefills the address line with mobilesupport@avaya.com.

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## Logging in as a different user

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Account Information**.  
The Account Information screen displays your account details.
3. Tap **Delete Account** to delete the account details.
4. Tap **OK**.
5. Log in again using different credentials.

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## Avaya one-X Mobile UC mode screen icon descriptions

The user interface elements are described in the following table:

Icon	Name	Description
	<b>Dialpad</b>	Displays the Dialpad screen. The Dialpad screen displays the dial pad to dial a number.
	<b>Home</b>	Displays the Avaya one-X® Mobile screen.

		The Avaya one-X® Mobile screen displays the current settings of the user, the date and time of the last refresh, and the application status.
	<b>History</b>	Displays the History screen. The History screen displays the list of missed, incoming, or outgoing calls, along with the date or time.
	<b>Contacts</b>	Displays the Contacts screen. The Contacts screen displays the filter to display the list of local contacts, corporate directory contacts, VIPs, or favorites.
	<b>Messages</b>	Displays the Messages screen. The icon also displays the number of new voice mail messages. The Messages screen displays the list of voice mail messages.

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## Using Speech Access

### Before you begin

The administrator must set up the **Speech Access Number** on the Administration Web site. For more information, contact your administrator or see <http://www.avaya.com/support>.

### About this task

Use the Speech Access feature to speed dial the Avaya one-X® Speech server. The Avaya one-X® Speech server has the voice recognition capability to convert speech to text.

 **Note:**

This feature is available only if the administrator has enabled Speech Access for your account.

### Procedure

Tap **Speech Access** on the Avaya one-X® Mobile screen of your device.

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## Mid-call features

Mid-call features are displayed while you are on an active call. You need to set the respective codes to activate the mid-call features.

During an active call, press the menu button on the device to display the following mid-call features:

### **Conference on Answer**

This feature enables you to make a conference call.

The application displays the **Conference** feature while you are in the middle of an active call only if you have entered the **Conference on Answer** code on the Telephony Settings screen. To set the **Conference on Answer** code, see [Setting the Conference on Answer code](#) on page 65.

### **Transfer on Hang-Up**

This feature enables you to transfer a call only after you hang up from the active call.

The application displays the **Transfer** feature while you are in the middle of an active call only if you have entered the **Transfer on Hang-Up** code on the Telephony Settings screen. To set the **Transfer on Hang-Up** code, see [Setting the Transfer On Hang-Up code](#) on page 65.

### **Drop Last Added Party**

This feature enables you to drop the last added party from the active call.

The application displays the **Drop Last Party** feature while you are in the middle of an active call only if you have entered the **Drop Last Added Party** code on the Telephony Settings screen. To set the **Drop Last Added Party** code, see [Setting the Drop Last Added Party code](#) on page 66.

### **Exclusion**

This feature restricts another party from eavesdropping on an active call made from your deskphone or mobile device when activated.

The application displays the **Enable Exclusion** feature while you are in the middle of an active call only if you have entered the **Exclusion** code on the Telephony Settings screen. To set the **Exclusion** code, see [Setting the Exclusion code](#) on page 66.

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## **Using the Call Back feature**

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### **Call Back feature overview**

When you make a call from your mobile device using the Avaya one-X® Mobile application, the application uses the Avaya one-X® Mobile Call Back feature instead of placing the call through the mobile carrier. The Call Back feature uses your office telephone system as a bridge between the telephone you want to use and the number you want to call.

You may use your mobile device frequently for making call back calls, but you can still use any telephone number defined in your list of ring phone destinations as well.

The Call Back feature is used to make a call from the following screens within the Avaya one-X® Mobile application:

- Dialpad
- Messages
- History
- Contacts, includes My Contacts, Corporate Directory, VIPs, and Favorites

**\* Note:**

- To use the Call Back feature, you have to change the **Call Setting to Business: Callback**. For more information, see [Changing the call settings](#) on page 50.
- You cannot make another call while one call is still in progress trying to reach the call back number. The call back will time out after one minute of trying to reach the call back number.

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## Making a call from Dialpad

### About this task

Use this procedure to make a call from the Avaya one-X® Mobile Dialpad screen by dialing the number you want to call. This is different from making a call from history, contacts, corporate directory, or messages, where you select the number you want to call from a particular screen. This process routes the call through your office telephone system.

Contact your administrator for details on the format to use when placing a call.

### Procedure

1. Tap **Dialpad** on the top tab of your Avaya one-X® Mobile screen.
2. Dial the telephone number to call.
3. Tap **Call**.  
The application displays a dialog box with the message:  
*Calling <Number>*  
Answer your selected phone when it rings and your call will be connected.
4. Tap **OK**.
5. Wait for the first leg of the call to ring on the preferred device for callback. Once the call rings, answer it. The second leg of the call would be then initiated to the destination number.

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**Related topics:**

[Avaya one-X Mobile screen icon descriptions](#)

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## Making a call from Messages

### About this task

Use this procedure to make a call from the Avaya one-X® Mobile Messages screen to a caller who left you a voice message.

### Procedure

1. Tap **Messages** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the Messages screen. Each message displays the time or date.
2. Tap the contact whom you want to call.
3. Tap **Call Back**.  
Another method to make a call from the Messages screen is as follows:
  - a. On the Messages screen, highlight the message.
  - b. Press the menu button on the device and tap **Call**.The application displays a dialog box with the message:  
Calling <Number>  
Answer your selected phone when it rings and your call will be connected.
4. Tap **OK**.
5. Wait for the first leg of the call to ring on the preferred device for callback. Once the call rings, answer it. The second leg of the call would be then initiated to the destination number.

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**Related topics:**

[Listening to a voice message](#) on page 26

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## Making a call from History

### About this task

Use this procedure to make a call from the Avaya one-X® Mobile History screen to a caller from whom you received or missed, or to whom you had made a call earlier.

## Procedure

1. Tap **History** on the top tab of the Avaya one-X® Mobile screen.  
The application displays the **History** screen. Each entry shows the time or date of the call and the call type.
2. Tap a call entry.
3. Tap **Call**.  
The application displays a dialog box with the message:

Calling <Number>

Answer your selected phone when it rings and your call will be connected.
4. Tap **OK**.
5. Wait for the first leg of the call to ring on the preferred device for callback. Once the call rings, answer it. The second leg of the call would be then initiated to the destination number.

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## Making a call from Contacts

### About this task

Use this procedure to make a call from the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device and tap **My Contacts**.
3. Tap the contact you want to call, then tap **View Details**.
4. Tap the telephone number that you want to call.  
The application displays a dialog box with the message:

Calling <Number>

Answer your selected phone when it rings and your call will be connected.
5. Tap **OK**.
6. Wait for the first leg of the call to ring on the preferred device for callback. Once the call rings, answer it. The second leg of the call would be then initiated to the destination number.

---

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## Making a call from Corporate Directory

### About this task

Use this procedure to make a call to a contact from the Avaya one-X® Mobile Corporate Directory screen.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device and tap **Corporate Directory**.  
The application displays the Corporate Directory screen.
3. Tap in the search field and enter the first few letters of the first or last name of the contact.
4. Tap **Search**.  
The application displays the search results.
5. Tap the name of the person you want to call.
6. Tap **View Details**, then tap the number you want to call.  
The application displays a dialog box with the message:

Calling <Number>  
Answer your selected phone when it rings and your call will be connected.
7. Tap **OK**.
8. Wait for the first leg of the call to ring on the preferred device for callback. Once the call rings, answer it. The second leg of the call would be then initiated to the destination number.

---

---

## Emergency numbers

### About this task

When you dial an emergency number, the Avaya one-X® Mobile application displays the option to choose between using the network of your service provider or the Avaya one-X® Mobile application. Calls to emergency numbers are always placed using the network of your service provider and are never placed using the application.

### Related topics:

[Viewing emergency numbers](#) on page 49

# Managing messages

## Messages feature overview

The BlackBerry client communicates with the Avaya one-X® Client Enablement Services server over a TCP connection. BlackBerry traffic usually travels through an MDS server. The MDS server terminates TCP connections after a certain amount of data has been downloaded. This disconnection can:

- Disrupt operations on the device.
- Prevent download of voice mails whose size exceeds the TCP limit.

You should set the TCP download quota at the MDS server to its highest value. For more information, please refer to the [BlackBerry Enterprise Server Administration Guide](#).

The Messages feature of the Avaya one-X® Mobile application provides several features similar to an email application.

Use this feature to:

- View all messages.
- View the name of the sender, date, and time of the messages.

There are two methods to indicate you have unread voice messages:

- On the home screen on your device, the application displays an icon followed with a number (indicating the number of unread voice messages).
- The LED on the top-right of your device flashes red-blue.

Log in to the Avaya one-X® Mobile application to read your voice messages.

The **Messages** tab displays the number of unread voice mail messages.

**\* Note:**

- You can view a list of 15 latest voice messages at a time on your mobile device. If there are more than 15 voice messages on the server, you have to delete one message to receive the next one. The messages are listed on a first in first out basis. Therefore, if a new voice message arrives, the application removes the oldest message from the list, irrespective of whether it is read or unread, to display the new one.

For example, if there are 20 voice messages on the server, the application displays 15 with the latest time stamp. Now, to view the 16th voice message, you need to delete

one message among the 15. When the 21st message arrives on the server, the application removes the voice message with the oldest time stamp from the list and displays the 21st message in the list.

- You can download a voice message with a maximum length of approximately seven minutes or the size of the TCP download quota (whichever is smaller). If the voice message is larger than seven minutes, even if you increase the size of the TCP download quota, you will receive an error message informing you that the message is too large to download.

**Related topics:**

[Avaya one-X Mobile screen icon descriptions](#)

[Key features of Avaya one-X Mobile](#)

---

## Listening to a voice message

### About this task

Avaya one-X® Mobile provides a visual voice mail user interface using which you can easily review and manage your office voice mail.

However, if your administrator has disabled the **Allow voice messages on mobile** setting for your profile, the Avaya one-X® Mobile application displays the voice mail messages, but you are unable to download the voice mail to your mobile device. The application then displays the **CALL CORPORATE VM** button to call the corporate voice mail system directly.

Use this procedure to listen to a voice message on the Avaya one-X® Mobile Messages screen.

### Procedure

1. Tap **Messages** on the top tab of the Avaya one-X® Mobile screen.  
The application displays the Messages screen. Unread messages are indicated by an icon. If a voice mail contains an attachment, the application displays an icon. Playback starts immediately when an unread voice mail is selected.
2. Tap a voice message.
3. Tap the pause icon to stop the player any time in between the message.
4. Press the menu button on the device and tap **Speaker** to switch to speaker mode.
5. Tap **Close Player** to close the player.

---

---

## Deleting a voice message

### About this task

Use this procedure to delete a voice message from the Avaya one-X® Mobile Messages screen.

### Procedure

1. Tap **Messages** on the top tab of your Avaya one-X® Mobile screen.
2. Highlight the voice message you want to delete.
3. Press the menu button on the device and tap **Delete**.  
The application confirms the operation by displaying two options: **Yes** and **No**.
4. Tap **Yes**.  
The application deletes the voice message.

---

## Marking a message as read or unread

### About this task

Use this procedure to mark a message you have read as unread or mark a message that is unread as read.

### Procedure

1. Tap **Messages** on the top tab of your Avaya one-X® Mobile screen.
2. On the Messages screen, highlight a contact.
3. Press the menu button on the device and select one of the following:
  - To mark the message as unread, tap **Mark Unread**.
  - To mark the message as read, tap **Mark Read**.

---

## Saving a new voice message contact to your contacts list

### About this task

Use this procedure to add callers, who left you a message in your voice messages inbox, to your list of contacts.

## Procedure

1. Tap **Messages** on the top tab of your Avaya one-X® Mobile screen.
2. Tap a contact, then tap **View Details**.
3. Tap **Create New Contact**.
4. Tap in the **First** field and enter the first name of the contact.
5. Tap the text box of the next field you want to edit.
6. Press the back button on the device to save the contact.
7. Tap **Save** to confirm the operation.
8. Press the back button on the device to return to the Messages screen.

---

### Related topics:

[Changing the call block settings](#) on page 39

---

## Adding a telephone number from Messages to an existing contact

### About this task

Use this procedure to update a contact with a telephone number displayed on the Messages screen.

### Procedure

1. Tap **Messages** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the list of voice messages on the Messages screen.
2. Tap the contact whose details you wish to save.
3. Tap **View Details**.
4. Tap **Add to Existing Contact**.
5. On the My Contacts screen, scroll to the required contact and tap the contact you wish to update.  
The application displays the contact in the edit mode.
6. Press the back button on the device to save the details.
7. Tap **Save** to confirm the operation.  
The application adds the telephone number to the existing contact.
8. Press the back button on the device to return to the Messages screen.

---

---

## Marking a voice message contact as VIP

### About this task

Use this feature to designate key contacts from the corporate directory of your company as VIPs. You can then use the VIP feature in association with the Block feature to allow only VIP calls.

 **Note:**

You can mark only corporate contacts as VIP.

### Procedure

1. Tap **Messages** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the Messages screen.
2. Tap a contact, then tap **View Details**.
3. Tap the **VIP** check box to mark the contact as VIP.  
A check mark indicates that the contact is marked as VIP.
4. Press the back button on the device to return to the Messages screen.

---

---

## Marking a voice message contact as favorite

### About this task

Use this feature to designate key contacts from the corporate directory of your company as favorite, for example, when the contact is frequently called. You can then easily search for the frequently called contact.

 **Note:**

Only contacts from the corporate directory of your company can be marked as favorite.

### Procedure

1. Tap **Messages** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the Messages screen.
2. Tap a contact, then tap **View Details**.
3. Tap the **Favorite** check box to mark the contact as favorite.  
A check mark indicates the contact is marked as favorite.
4. Press the back button on the device to return to the Messages screen.

---

---

## Sending all calls to voice mail

### About this task

Use this procedure if you are unavailable to attend to calls and want to direct all callers to your voice mail.

### Procedure

1. Tap **Home** on the top tab of your Avaya one-X® Mobile screen.
2. Tap **Block > Block all calls.**

The application directs all calls to voice mail.

 **Note:**

If you enable **Send All Calls** on your desk phone, while **Block all calls** on your mobile device is disabled, the call may get simultaneously routed to your voice mail and your mobile device, thus registering a call entry. Hence, you should always use **Block all calls** on your mobile device to send all calls to voice mail.

---

---

## Messaging icons

Icon	Name	Description
	Messages	Displays the Messages screen. The icon also displays the number of new voice messages.
	Heard voice message	Indicates that you have already played this voice message.
	Unheard voice message	Indicates that you have not played this voice message.

---

# Managing history

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## History feature overview

The History feature provides detailed information about incoming, outgoing, and missed calls on your telephone device.

 **Note:**

The History screen displays the following call types:

- Outgoing calls made using the **Business: Callback** and **Business: Direct Dial** call setting. To see your call setting, see [Changing the call settings](#) on page 50.
- Incoming and missed calls made to your office telephone number.

Use the History feature to:

- View the call log.
- Add contact information to your contacts.
- Mark a contact as VIP for use with the Block feature.
- Initiate a call to any caller or number you called.

---

## Viewing history

### About this task

Use this procedure to view a list of missed, incoming, or outgoing calls on the Avaya one-X® Mobile History screen.

### Procedure

1. Tap **History** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the **History** screen. Each entry shows the time or date of the call and the call status indicators, such as incoming, outgoing, and missed.
2. Press the menu button and select one of the following filters:
  - **All:** Displays all the calls on the history screen.
  - **Incoming Calls:** Displays only the list of incoming calls on the Incoming Calls screen.

- **Outgoing Calls:** Displays only the list of outgoing calls on the Outgoing Calls screen.
- **Missed Calls:** Displays only the list of missed calls on the Missed Calls screen.

3. Tap a contact, then tap **View Details**.  
The application displays the name, number of the caller or receiver, and the call status indicator.

---

## Deleting a call entry

### About this task

Use this procedure to delete a call entry on the Avaya one-X® Mobile History screen.

### Procedure

1. Tap **History** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the History screen. Each entry shows the time or date of the call and the call status indicators such as, incoming, outgoing, and missed.
2. Tap the call entry you want to delete.
3. Tap **Delete**.  
The application asks you to confirm the operation by displaying two buttons: **Yes** and **No**.
4. Tap **Yes** to confirm the deletion.  
The application removes the selected entry from history.

---

## Deleting the entire call history

### About this task

Use this procedure to delete all call entries on the Avaya one-X® Mobile History screen.

#### \* Note:

The application displays a certain number of call entries at a time on the History screen. Deleting all the displayed call entries displays the older call entries.

### Procedure

1. Tap **History** on the top tab of your Avaya one-X® Mobile screen.

The application displays the **History** screen. Each entry shows the time or date of the call and the call type.

2. Press the menu button on the device and tap **Clear List**.

The application prompts you to confirm the operation and displays two options: **Yes** and **No**.

3. Tap **Yes**.

The application deletes all call entries.

---

## Creating a new contact with details from History to your contact list

### About this task

Use this procedure to save the details of a caller from the Avaya one-X® Mobile History screen to the My Contacts screen.

### Procedure

1. Tap **History** on the top tab of your Avaya one-X® Mobile screen.

The application displays the History screen. Each entry shows the time or date of the call and the call status indicators such as, incoming, outgoing, or missed.

2. Tap the number you want to add to your contacts list.

3. Tap **View Details**.

4. Tap **Create New Contact**.

5. Tap the **First** field and enter the first name of the contact.

6. Tap the text box of the next field that you want to edit.

7. Press the back button to save the contact.

8. Tap **Save**.

---

## Updating an existing contact with details from history

### About this task

Use this procedure to update a contact on the Avaya one-X® Mobile My Contacts screen with a telephone number on the History screen.

### Procedure

1. Tap **History** on the top tab of your Avaya one-X® Mobile screen.

2. Tap the number you want to add to your contact list.

3. Tap **View Details**.
4. Tap **Add to Existing Contact**.
5. On the My Contacts screen, tap the existing contact you wish to update.
6. Press the menu button on the device and tap **Save** to save the contact.

---

## History icons

Icon	Name	Description
	History	Displays the History screen.
	Incoming call	Indicates an incoming call.
	Outgoing call	Indicates an outgoing call.
	Missed call	Indicates a missed call.

## Managing contacts

### Contacts feature overview

The Contacts feature of the Avaya one-X® Mobile application provides the following features that help you manage your work calls:

- You can add, edit, or delete a contact from your **My Contacts** list.

**Note:**

- The application displays all the contacts present locally in your mobile in the **My Contacts** list.
- Adding, editing, or deleting a contact from **My Contacts** adds, edits, or deletes the contact from the local contact list of your mobile device.
- You can save contacts from the corporate directory of your company to the contacts list on your device. The application adds the contact to the Avaya one-X® Mobile **My Contacts** list. You can also manually update contact information.

- You can designate corporate directory contacts as favorites
- You can designate corporate directory contacts as VIPs for use with the Block feature.

**Related topics:**

[Avaya one-X Mobile screen icon descriptions](#)

[Key features of Avaya one-X Mobile](#)

---

## Viewing contacts

**About this task**

Use this procedure to view the details of a contact on the Avaya one-X® Mobile My Contacts screen.

**Procedure**

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device and tap **My Contacts**.
3. On the My Contacts screen, tap a contact and tap **View Details**.  
The application displays the details of the contact.

---

---

## Viewing the list of favorites

**About this task**

Use this procedure to view the contacts marked as favorites on the Avaya one-X® Mobile Favorites screen.

**Procedure**

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device, and then tap **Favorites**.  
The application displays all contacts marked as favorites. It also displays the availability status for each of the contacts.

---

---

## Viewing the list of VIPs

### About this task

Use this procedure to view the contacts marked as VIP on the Avaya one-X® Mobile VIP screen.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device, and then tap **VIPs**.  
The application displays all contacts marked as VIPs. It also displays the availability status for each of the contacts.

---

## Searching your contact list

### About this task

Use this procedure to search for a contact on the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device, and then tap **My Contacts**.
3. Press the menu button on the device, and then tap **Search**.
4. Tap in the search field, and then enter the first few letters of the first or the last name of the contact.  
The application displays the names from the contacts list that match the search criteria.

---

## Adding a contact

### About this task

Use this procedure to add a contact on the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device, and then tap **My Contacts**.

3. On the My Contacts screen, select a contact, and then tap **New Contact**.
4. Enter the first name, last name, company name, mobile telephone number, e-mail address, home page URL, and address of the new contact.
5. Press the back button on the device, and then tap **Save** to save the contact details to your contact list.  
The application adds the new contact to your contacts list.
6. Tap **Discard** to discard the changes and return back to the My Contacts screen.

---

## Deleting a contact

### About this task

Use this procedure to delete a contact from the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device, and then tap **My Contacts**.
3. Tap the contact to be deleted.
4. Tap **Delete Contact**.  
The application asks you to confirm the operation and displays two buttons: **Yes** and **No**.
5. Select **Yes** to confirm the operation.

---

## Editing a contact

### About this task

Use this procedure to edit the details of a contact on the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device, and then tap **My Contacts**.
3. On the My Contacts screen, tap the contact you want to edit.
4. Tap **Edit**.
5. Edit the information as required.

6. Press the back button on the device to save the contact details.
7. Tap **Save** to confirm the operation.

---

## Sending a text message to a contact

### About this task

Use this procedure to send a text message to a contact. The application uses the data channel of your service provider to send the messages. Hence, the tariff plans of your service provider are applicable.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device, and then tap **My Contacts**.
3. Tap a contact, and then tap **View Details**.

 **Note:**

If the contact has multiple numbers listed, the application displays a dialog box allowing you to select a number.

4. Tap **Text Message**.
5. Press the menu button in the device to display more options.
6. Type the text message.  
Optionally, you can add a smiley to the message, check the spellings, or add a new word to the dictionary.
7. Press the menu button on the device, and then tap **Send**

---

## Adding a telephone number to an existing contact

### About this task

Use this procedure to update the details of an existing contact on the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device, and then select **My Contacts**.
3. Tap a contact, and then tap **Edit**.

4. In the work and mobile fields, update the work telephone number and the mobile telephone number for the contact.
5. Press the back button on the device to save the details.
6. Tap **Save** to confirm the operation.  
The application adds the telephone number to the existing contact.

---

## Changing the call block settings

### About this task

Use this procedure to configure your telephone device to block incoming calls. You can use the options in this feature to block all incoming calls, allow only incoming calls from contacts marked as VIPs, or allow all calls.

### Procedure

1. Tap **Home > Block**.
2. Tap one of the following:
  - **Do not block:** All calls can ring through.
  - **Allow VIP calls:** The application directs all callers not in the VIP calls list to your office voice mail.
  - **Block all calls:** The application blocks all calls and directs all callers to your office voice mail.

---

## Managing the corporate directory

### Corporate Directory feature overview

Use the Avaya one-X® Mobile Corporate Directory feature to search for contact information from the corporate directory of your company.

You can save a contact from the corporate directory of your company to the local contacts on your device.

 **Note:**

Any updates to the phone numbers that you make for a local contact that you saved from the corporate directory of your company is reflected in the corporate directory provided that

the BlackBerry device is registered, and contact synchronization is enabled on the BlackBerry Enterprise Server (BES).

**Related topics:**

- [Key features of Avaya one-X Mobile](#)
- [Avaya one-X Mobile screen icon descriptions](#)
- [Contacts feature overview](#) on page 34

---

## Searching the corporate directory

### About this task

Use this procedure to search for a contact from the corporate directory of your company.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device, and then tap **Corporate Directory**.
3. In the search field, enter the first few letters of the first or last name of the contact.

 **Note:**

You must enter at least one character in the search field.

4. Tap **Search**.  
The application displays a list of contacts based on your search criteria.
5. Tap a contact name, then tap **View Details**.  
The application displays the details of the contact. The availability status of the contact appears near the photo.

---

**Related topics:**

- [Making a call from Corporate Directory](#) on page 24

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## Marking a corporate directory contact as VIP

### About this task

Use this procedure to designate key contacts from the corporate directory of your company as VIPs. You can then use the VIP feature in association with the Block feature to allow only VIP calls.

 **Note:**

You can mark only contacts from the corporate directory of your company as VIP.

## Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device, and then tap **Corporate Directory**.
3. Tap in the search field, and then enter the first few letters of the first or last name of the contact.
4. Tap a contact from the list of contacts that match the search criteria.
5. Tap **View Details**.
6. Tap the **VIP** check box to mark the contact as VIP.  
A check mark indicates that the contact is marked as VIP.

---

## Marking a corporate directory contact as favorite

### About this task

Use this procedure to designate key contacts from the corporate directory of your company as favorite, for example, when the contact is frequently called. You can then easily search for the frequently called contact.

 **Note:**

Only contacts from the corporate directory of your company can be marked as favorite.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device, and then tap **Corporate Directory**.
3. Tap in the search field, and then enter the first few letters of the first or last name of the contact.
4. Tap **Search**.
5. Tap a contact from the list of returned contacts.
6. Tap **View Details**.
7. Tap the **Favorite** check box to mark the contact as favorite.  
A check mark indicates that the contact is marked as favorite.

---

## Saving a corporate directory contact to your contacts list

## About this task

Use this procedure to save a contact from the corporate directory of your company to the Avaya one-X® Mobile My Contacts screen.

## Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device, and then tap **Corporate Directory**.
3. Press the menu button, and then tap **Search**.
4. In the search field, enter the first few letters of the first or last name of the contact.
5. From the list of displayed contacts, tap a contact.
6. Tap **View Details**.
7. Tap **Create New Contact**.
8. Press the back button on the device to save the contact details.
9. Tap **Save** to confirm the operation.

The application adds the contact from the corporate directory to the list of your local phone contacts.

---

# Managing ring phones

## Using the Ring Phones feature

### Ring Phones feature overview

Use the Avaya one-X® Mobile Ring Phones feature, to route incoming calls to your office number to one or more telephones of your choice. If you are unable to answer a work call, the application automatically directs the call to your office voice mail system.

#### Ring Phones destination

Your office telephone system routes calls from your work number to the destination numbers you choose from the ring phone destination list. You can create or delete ring phone destinations.

**<Deskphone>**: The application creates the **<Deskphone>** destination automatically when you sign up for the Avaya one-X® Mobile service. You can turn off the desk phone ringer if you do not want your office telephone to ring when someone calls your office telephone number.

**Mobile**: The application creates the **Mobile** destination automatically when you sign up for the Avaya one-X® Mobile service. You can turn off the mobile telephone ringer. The application

then allows only the **Desk Phone** and other selected ring phones to ring when someone calls your office telephone number.

You can add more ring phone destinations of your choice. You can also edit or modify the ring phones.

**\* Note:**

During adding, modifying, or deleting ring phones, you may experience a delay in the output depending on the network condition.

**Related topics:**

[Key features of Avaya one-X Mobile](#)

## Adding a ring phone

### About this task

Use this procedure to select telephone numbers that should ring when you receive an incoming call.

### Procedure

1. Tap **Home** on the top tab of your Avaya one-X® Mobile screen.
2. Tap **Ring Phones**.
3. Tap **Add Phone**.
4. On the New Phone screen, in the **Number** field, enter the new ring phone number.  
You can enter a telephone number with the International Direct Dialing (IDD) prefix. For example, if 011 is the IDD for countries like USA and Canada, enter 011, followed by the area code and the telephone number.
5. In the **Name** field, enter a name for the new ring phone.  
You can enter a name with special characters.
6. Tap **Save** to save the ring phone details.  
The system displays a message informing the user that the ring phone number is being validated. If the phone number entered is not in a valid format, the system displays a dialog box informing the user to enter a valid phone number. Select **OK** in the dialog box to return to the New Phone screen.

## Modifying a ring phone

### Procedure

1. Tap **Home** on the top tab of your Avaya one-X® Mobile screen.
2. Tap **Ring Phones**.
3. Tap **View All Phones**.
4. Tap a ring phone, then tap **Edit <ring phone name>**.
5. On the Edit Phone screen, update the ring phone name or number.
6. Tap **Save**.

---

## Deleting a ring phone

### Procedure

1. Tap **Home** on the top tab of your Avaya one-X® Mobile screen.
2. Tap **Ring Phones**, then tap **View All Phones**.
3. Tap a ring phone, then tap **Delete <ring phone name>**.
4. Tap **Yes** to confirm the operation.

---

## Managing incoming calls using the Ring Phones feature

### Selecting telephones to route calls

#### About this task

Use this procedure to select telephones to route office calls and to turn off simultaneous ringing of telephones. For example, you can set your office telephone and mobile device to ring simultaneously when you receive an incoming call on your office telephone system. Clear the **Mobile** option if you do not want calls to be routed to your mobile device.

#### Note:

You can add any number of ring phones to the Avaya one-X® Mobile application. However, you can select only five phones to ring simultaneously, including **Mobile** and **Deskphone**, when you receive an incoming call on your office telephone system. Even if you do not select

**Mobile** and/or **Deskphone**, the Avaya one-X® Mobile application will allow only three other ring phones to ring simultaneously.

## Procedure

1. Tap **Home** on the top tab of your Avaya one-X® Mobile screen.
2. Tap **Ring Phones**.
3. Tap **View All Phones**.  
The application displays the Ring Phones screen.
4. Tap a ring phone.
5. Tap **Enable <ring phone name>**.  
When you receive an incoming call on your office telephone, only the selected ring phones ring.
6. Tap **Disable <ring phone name>** to disable a ring phone.
7. Press the back button on the device to return to the Home screen.
8. (Optional) To turn off the ringer of your office telephone, on the Home screen, tap **Ring Phones > Deskphone Ringer OFF > Enable Deskphone**. If the ring phone is already enabled, tap **Disable deskphone ringer**.

---

## Answering a call to your work number on your mobile device

### About this task

Use this procedure to answer a call from your office telephone number on your mobile device.

## Procedure

1. When your mobile device rings, tap **Answer** to answer the call.
2. Perform one of the following tasks as required:
  - If you do not hear a dial tone, you are connected to the call. Continue talking.
  - If you hear a dial tone, tap the keypad icon to display the telephone keypad and tap any numeric key.

The application connects you to the call.

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## Managing availability

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### Viewing the availability

#### About this task

Use this procedure to view your current availability status.

#### Procedure

Tap **Home** on the top tab of your Avaya one-X® Mobile screen.  
The **Availability** field displays the current presence status.

---

### Changing the availability

#### About this task

Use this procedure to change your availability status.

#### Procedure

1. Tap **Home** on the top tab of your Avaya one-X® Mobile screen.
2. Tap **Availability**.
3. Tap the new presence status.  
The new status is marked with a check mark.
4. Optionally, tap **Auto Update**.  
The **Auto Update** feature sets your availability based on the availability status of your desk phone. For example, if your desk phone is busy, your availability is automatically set to **Busy**.

---

---

# Managing status messages

---

## Adding a new status message

### About this task

Use this procedure to add a message to define your current status.

### Procedure

1. Tap **Home** on the top tab of your Avaya one-X® Mobile screen.
2. Tap **Status Message**.
3. Tap **Add Message**.

**\* Note:**

If **Add Message** is not displayed in the options, tap **Full Menu**, then tap **Add Message**.

4. On the New Message screen, enter a new status message. For example, I am away for lunch.

**\* Note:**

The application allows you to enter a status message with a maximum length of 50 characters.

5. Tap **Save**.

---

---

## Editing and saving a status message

### About this task

Use this procedure to edit and save a message that defines your status.

### Procedure

1. Tap **Home** on the top tab of your Avaya one-X® Mobile screen.
2. Tap **Status Message > View All Messages**.

 **Note:**

If **View All Messages** is not displayed in the options, tap **Full Menu**, then tap **View All Messages**.

3. Tap the status message you want to edit, then tap **Edit Message**.
4. Edit the message, then tap **Save**.

---

## Selecting a status message

### About this task

Use this procedure to select a message that defines your current status.

### Procedure

1. Tap **Home** on the top tab of your Avaya one-X® Mobile screen.
2. Tap **Status Message**.
3. Tap **View All Messages**.

 **Note:**

If **View All Messages** is not displayed in the options, tap **Full Menu**, then tap **View All Messages**.

4. On the Status Messages screen, tap the status message you wish to set as your new status message.

---

## Deleting a status message

### Procedure

1. Tap **Home** on the top tab of your Avaya one-X® Mobile screen.
2. Tap **Status Message > View All Messages**.

 **Note:**

If **View All Messages** is not displayed in the options, tap **Full Menu**, then tap **View All Messages**.

3. Tap the message you want to delete.
4. Tap **Delete Message**, then tap **Yes**.

---

---

## Viewing important information

---

### Viewing emergency numbers

#### About this task

Avaya one-X® Mobile has preprogrammed worldwide emergency cellular numbers, such as 911, 112, 08, and 999. You can view these numbers in the **Emergency Numbers** field on the Settings screen. You cannot edit or modify these numbers because of security regulations.

#### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.
2. Tap **Emergency Numbers**.  
The application displays the list of emergency numbers.
3. Press the back button on the device to return to the Settings screen.

---

---

### Viewing the version information

#### About this task

Use this procedure to view the Avaya one-X® Mobile version and build information on your mobile device.

#### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.
2. Tap **About**.  
The application displays the version information.
3. Press the back button on the device to return to the Settings screen.

---

---

## Viewing the account information

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Account Information**.

The Account Information screen displays your **User Name**, **Password**, **Server**, **Port**, and **VoiceMail PIN** details.

 **Note:**

The password and PIN details are not displayed.

3. Press the back button on the device to return to the Account Information screen.
4. Tap **Delete Account** to delete the account.

---

---

## Managing Avaya one-X Mobile settings

---

### Changing the call settings

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Call**.
3. On the Call Settings screen, tap **Profile**.
4. In the Profile dialog box, tap on one of the following radio buttons:

- **Business: Callback:** Your office telephone system first initiates a call to your selected ring phone destination and then connects the call to the destination number you are calling. This is the most economical way to make a call.
- **Business: Direct Dial:** Allows you to make a call using the Avaya one-X® Mobile Lite mode of operation. To select this option, you must first manually enter or import the telephony settings. For more information refer to [Changing Avaya one-X Mobile Lite telephony settings](#) on page 55.
- **Personal:** Allows you to use the network of your service provider while making a call.

The application changes the network settings, and then displays the Call Settings screen.

---

## Changing the call using setting

### About this task

Use this procedure to change the call using settings to select the call back destination to use when making outgoing calls.

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.

 **Note:**



The gear icon button leads you directly to the Call Using screen. This button is displayed on the Dialpad screen.

2. On the Settings screen, tap **Call**.
3. Tap **Call Using**.
4. Tap the telephone number to use when making outgoing calls.

---

## Changing the default tab setting

### About this task

Use this procedure to change the default screen that you see after you log in to the Avaya one-X® Mobile application.

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.
2. Tap **Default Tab**.
3. Tap to select a tab to set as default when you log in to the Avaya one-X® Mobile application.
4. Press the back button on the device, and then tap **Save** to save the setting.

 **Note:**

Re-enter the application for the changes to take effect.

---

## Changing the corporate voice mail setting

### About this task

Use the following procedure to change your corporate voice mail number. This configuration is needed if your administrator has disabled the **Allow voice messages on mobile** setting for your profile. This setting thus provides an option to access your corporate voice mail directly.

### Procedure

1. Press the menu button on the device, and then tap **Settings > Corporate Voicemail**.
2. On the Corporate Voicemail screen, enter or edit your corporate voice mail number.
3. Tap **Ok**.  
The application displays the Settings screen.
4. Press the back button on the device, and then tap **Save**.  
The application saves the changes made.

---

---

## Changing the client mode of operation

### About this task

Use this procedure to change the mode of operation of your client device to work in the standalone mode or connect to the Avaya one-X® Client Enablement Services server.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Client Mode**.
3. In the Client Mode dialog box, tap one of the following options:
  - **UC Mode**: Allows you to connect to the Avaya one-X® Client Enablement Services server.
  - **Lite Mode**: Allows you to work in the standalone mode by connecting directly to the Communication Manager server.

The application sets the mode of operation and displays a dialog box asking you to confirm the operation.

4. Tap **Yes** to change the mode.
5. Tap **No** to remain in the same mode.

---

## Changing the message notification setting

### About this task

Use this procedure to receive an SMS on your mobile device when a new voice mail arrives in your corporate voice mail inbox.

 **Note:**

This feature is unavailable if your mobile device is not configured for voice mail.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Messages Notification**.
3. Tap one of the following:
  - **On**: The mobile device receives a notification via SMS for all voice mails.
  - **Off**: The mobile device does not receive any notification when a voice mail arrives on the server.
  - **Urgent Only**: The mobile device receives a notification via SMS only for those voice mails marked as urgent.

The application displays the Settings screen showing the setting in the **Messages Notification** field.

4. Press the back button on the device, and then tap **Save** to save the setting.

---

## Changing the account information

### About this task

Use this procedure to change your account details. You can change only your password and voice mail PIN details. You may want to change your account details for security reasons.

**\* Note:**

The administrator should initiate the change in the account information for the Avaya one-X® Mobile application. Only after that you should change the details on your mobile phone.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Account Information**.  
The Account Information screen displays your account details. Only the **Password** and **Voicemail PIN** fields are editable.
3. Tap **Password** to change your login password.
4. Tap **Voicemail PIN** to change the voice mail PIN.

**\* Note:**

The application does not send you any notification after your administrator changes your voice mail PIN. Wait for a period of 24 hours for the changes to take effect. Till then, you can continue to download voice mails using the old voice mail PIN.

5. Tap **Delete Account** to clear the account details.
6. Press the back button on the device to return to the Account Information screen

---

## Setting the idle time on the device

### About this task

Use this procedure to keep the server communication channel open for client applications to send data packets to the server on a regular basis, usually every 240 seconds. This prevents the server from closing the connection.

Change this setting only if your administrator requests you to do so.

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Advanced Features**.
3. On the Advanced Features screen, tap **Client Idle Time**.
4. On the Client Idle Time screen, enter a value (in seconds) between 100 to 600.  
The default value is 240 seconds.
5. Tap **OK**.

6. Press the back button on the device to return to the Settings screen.
7. Tap **Save** to save the setting.

---

## Setting the Simultaneous Ring Control feature

### About this task

If you use both, the Avaya one-X® Mobile UC mode and the Avaya one-X® Mobile Lite mode, the **Simultaneous Ring** section is not displayed on the Home screen while in the Avaya one-X® Mobile Lite mode. Use the Simultaneous Ring Control feature to set the **Simultaneous Ring** section to be displayed on the Home screen while in the Lite mode, inspite of being provisioned to operate in both modes.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Advanced Features**.
3. On the Advanced Features screen, tap **Simultaneous Ring Control**.
4. Tap one of the following options:
  - **Hide**: The **Simultaneous Ring** section is not displayed on the Home screen.
  - **Show**: The **Simultaneous Ring** section is displayed on the Home screen

---

## Managing Avaya one-X® Mobile Lite telephony settings

### Changing Avaya one-X® Mobile Lite telephony settings

The telephony settings are necessary when making a call or gaining access to the mid-call features. The telephony settings must be set when one of the following conditions apply:

- **Client Mode** on the Settings screen is set to **Lite**.
- **Network** on the Call Settings screen is set to **Business: Direct Dial**.

You can get to the Telephony Settings screen during the initial set up of the Avaya one-X® Mobile application by choosing the Avaya one-X® Mobile Lite mode option or by pressing the menu button on the device, and then tapping **Settings > Telephony Settings**.

You can adjust these settings to customize the Avaya one-X® Mobile Lite mode of operation. For example, you can configure the settings to enable simultaneous ringing of your desk phone and mobile devices.

**\* Note:**

The system displays the mandatory settings in red color. If the mandatory settings are incomplete, the application displays a warning message informing you to either complete the configuration or exit from the application. On completing the required settings, the application enables the **Finish Setup** button.

## Setting the emergency number

### About this task

The Emergency Numbers screen displays a list of predefined numbers that you can set as default to contact in case of an emergency.

Use this procedure to set the emergency number from a list of predefined numbers.

### Procedure

1. Press the menu button on the device and tap **Settings**.
2. On the Settings screen, tap **Emergency Number**.
3. Tap a number to select it as the default number to dial in case of an emergency.  
The application displays the Settings screen showing the selected entry in the **Emergency Numbers** field.

---

## Customizing the emergency number

### About this task

Use this procedure to customize the emergency number to a number not displayed in the predefined list of numbers.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Custom Emergency Number**.
3. In the Custom Emergency Number dialog box, enter a number to set it as the emergency number.
4. Tap **OK**.

The application displays the Settings screen. The Settings screen now displays the number in the **Custom Emergency Number** field.

---

## Setting the Default Direct Inward Dialing (DID) Prefix

The Direct Inward Dialing (DID) code is the first set of digits that are common to all FNEs. The application prefixes the default DID to the FNE when activating or deactivating a feature.

### About this task

Use this procedure to set the default DID prefix. The application prefixes the DID to an FNE when any feature is activated or deactivated by the user. For example, consider the default DID prefix to be 02066070 and the FNE to enable a feature is 681. When enabling the feature, the application dials 02066070681.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Default DID Prefix**.
4. On the Default DID Prefix screen, enter a number to set it as the DID code.
5. Tap **Save**.

---

## Setting the Idle Appearance Select code

### About this task

Use this procedure to set the Idle Appearance Select code. The Idle Appearance Select code identifies an idle line on your desk phone when you want to make a call.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Idle Appearance Select**.
4. On the Idle Appearance Select screen, enter the code to set the idle appearance for your telephone.
5. Tap **Save**.

---

## Setting the Internal Extension Length

Use the Avaya one-X® Mobile Lite mode to make a call to the extension number of an employee within the corporate directory of your company by dialing the short-string, private-extension number.

### About this task

The **Internal ext. Length** field determines if the called number is an extension number within your corporate and can be called directly. Use this procedure to set the number of digits in an extension number within your corporate. The default value is set to 4.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Internal ext. Length**.
4. Tap the number of digits from the list of displayed options.  
The application displays the Telephony Settings screen showing the setting in the **Internal ext. Length** field.

---

## Setting the National Number Length

### About this task

Use this procedure to set the length, in terms of the number of digits, in a national number. The **Nat. Number Length** field determines the number of digits in the telephone number of your home country. Exclude the country code when calculating the national number length.

### Procedure

1. Press the menu button on the device and tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Nat. Number Length**.
4. Tap one of the options.  
The application displays the Telephony Settings screen.

---

## Setting the Outside Line Code

### About this task

Use this procedure to set the outside line code or Alternate/Automatic Route Selection (ARS) code for the Avaya one-X® Mobile application in Lite mode to use when dialing an outside

number. For example, the most common ARS access code for North America and Western Europe is 9, while for Germany and Eastern Europe it is 0.

## Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Outside Line Code**.
4. On the Outside Line Code screen, enter the outside line code.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Outside Line Code** field.

---

## Setting the Home Country Code

### About this task

Use this procedure to set the home country code. The complete list of country codes can be found at [http://www.itu.int/itudoc/itu-t/ob-lists/icc/e164\\_763.html](http://www.itu.int/itudoc/itu-t/ob-lists/icc/e164_763.html).

## Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen tap **Home Country Code**.
4. On the Home Country Code screen, enter your country code.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Home Country Code** field.

---

## Setting the National Direct Dial code

### About this task

Use this procedure to set the national direct dial code. Avaya one-X® Mobile modifies dialed numbers to be compatible with your office voice mail system. The **Nat. Direct Dial** code is used to make a direct-dial call within your home country.

## Procedure

1. Press the menu button on the device, and then tap **Settings**.

2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Nat. Direct Dial**.
4. On the Nat. Direct Dial screen, enter the national direct dial code.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Nat. Direct Dial** field.

---

## Setting the International Direct Dial code

### About this task

Use this procedure to set the international direct dial code. Avaya one-X® Mobile modifies dialed numbers to be compatible with your office voice mail system. The **Intl. Direct Dial** code is used to make an international direct-dial call.

**\* Note:**

If the dialed number starts with + or has IDD prefixed, the number is an international number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Intl. Direct Dial**.
4. On the Intl. Direct Dial screen, enter the international direct dial code.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Intl. Direct Dial** field.

---

## Setting the Voicemail Access number

### About this task

Use the following procedure to set your voice mail access number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Voicemail Access**.

4. On the Voicemail Access screen, enter your voice mail number.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Voicemail Access** field.

---

## Setting the Off-PBX Call Enable code

The Off-PBX Enable feature is similar to the SimRing Enable feature. The SimRing Enable feature allows you to set a destination telephone number (usually your mobile telephone number) to ring when you receive a call on your office telephone number.

### About this task

Use this procedure to set the code to activate your mobile device to ring when you receive a call on your office telephone number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Off-PBX Call Enable**.
4. On the Off-PBX Call Enable screen, enter the code to enable the simultaneous ring feature.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Off-PBX Call Enable** field.

---

## Setting the Off-PBX Call Disable code

In this application, the Off-PBX Call Disable feature is similar to the SimRing Disable feature. The SimRing Disable feature disables your destination telephone number (usually your mobile telephone number) from ringing when you receive a call on your office telephone number.

### About this task

Use this procedure to set the code to disable your mobile device from ringing when you receive a call on your office telephone number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.

3. On the Telephony Settings screen, tap **Off-PBX Call Disable**.
4. On the Off-PBX Call Disable screen, enter the code to disable the simultaneous ring feature.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Off-PBX Call Disable** field.

---

## Setting the Call Forward All code

### About this task

Use this procedure to set the code to activate call forwarding.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Call Forward All**.
4. On the Call Forward All screen, enter the code to activate call forwarding for all calls.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Call Forward All** field.

---

## Setting the Call Forward Busy/No Answer code

### About this task

Use this procedure to set the code to forward calls when the status of your telephone line is Busy or No Answer.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Call Forward Busy/No Answer**.
4. On the Call Forward Busy/No Answer screen, enter the code to enable call forwarding when the status of the telephone line is Busy or No Answer.
5. Tap **Save**.

The application displays the Telephony Settings screen showing the code in the **Call Forward Busy/No Answer** field.

---

## Setting the Call Forward Cancel code

### About this task

Use this procedure to set the code to cancel call forwarding.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Call Forward Cancel**.
4. On the Call Forward Cancel screen, enter the code to cancel call forwarding.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Call Forward Cancel** field.

---

## Setting the Active Appearance Select code

### About this task

Use this procedure to set the code to join an active call on your office deskphone via your mobile device.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Active Appearance Select**.
4. On the Active Appearance Select screen, enter the code to join a call.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Active Appearance Select** field.

---

## Setting the Held Appearance Select code

### About this task

Use this procedure to set the code to put a call on hold on the server.

**\* Note:**

This feature is not implemented for the current release.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Held Appearance Select**.
4. On the Held Appearance Select screen, enter the code to put a call on hold.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Held Appearance Select** field.

---

## Setting the Send All Calls code

### About this task

Use this procedure to set the code to send all calls to a predefined telephone number set by your administrator on the server. This number is usually your corporate voice mail number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Send All Calls**.
4. On the Send All Calls screen, enter the code to send all calls to a predefined (usually voice mail) number set on the server.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Send All Calls** field.

---

## Setting the Send All Calls Cancel code

### About this task

Use this procedure to set the code to cancel sending all calls to the predefined number set by your administrator on the server.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Send All Calls Cancel**.
4. On the Send All Calls Cancel screen, enter the code to cancel sending all calls.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Send All Calls Cancel** field.

---

## Setting the Conference on Answer code

### About this task

Use this procedure to set the code to add a number to a conference call.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Conference on Answer**.
4. On the Conference on Answer screen, enter the conference code.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Conference on Answer** field.

---

## Setting the Transfer On Hang-Up code

### About this task

Use this procedure to set the code to transfer a call to another telephone number.

## Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Transfer On Hang-Up**.
4. On the Transfer On Hang-Up screen, enter the code to transfer a call to another telephone number.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Transfer On Hang-Up** field.

---

## Setting the Drop Last Added Party code

### About this task

Use this procedure to set the code to drop the last call added to the conference.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Drop Last Added Party**.
4. On the Drop Last Added Party screen, enter the code to drop the last call added to the conference.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Drop Last Added Party** field.

---

## Setting the Exclusion code

The Exclusion feature restricts another party from eavesdropping on an active call made from your deskphone or mobile.

### About this task

Use the following procedure to set the exclusion code:

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.

3. On the Telephony Settings screen, tap **Exclusion**.
4. On the Exclusion screen, enter the exclusion code.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Exclusion (Toggle On/Off)** field.

---



# Chapter 4: Avaya one-X® Mobile Lite mode

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## Avaya one-X® Mobile Lite mode overview

The Avaya one-X® Mobile Lite mode provides the simultaneous ring feature for mobile users, and thus remain productive with a single telephone number and voice mail capabilities. You can also direct calls to any other telephone number or send all the callers to your corporate voice mail number, thus allowing you to be reached on which number you want to be reached and when you want to be reached.

The Avaya one-X® Mobile Lite mode turns your mobile device into your office telephone by delivering your business calls to your mobile device. The application does not affect the way in which you receive personal calls on your mobile device, because personal calls are received through your existing mobile number and service provider.

**\* Note:**

Your service provider tariff rates are applicable when making calls using the Avaya one-X® Mobile Lite mode.

---

## Setting up the Avaya one-X® Mobile Lite mode

---

### Configuration data worksheet

Gather the following information only if you plan to set up the application manually. Contact your administrator for more details.

**\* Note:**

The Telephony Settings screen displays the mandatory settings in red.

#### REQUIRED INFORMATION

Emergency Number	
Custom Emergency Number	
Default DID Prefix	

Internal Extension Length	
National Number Length	
Outside Line Code	
Home Country Code	
National Direct Dial	
International Direct Dial	
VoiceMail Access	

### Feature Name Extensions (FNEs)

Off-PBX Call Enable	
Off-PBX Call Disable	
Call Forward All	
Call Forward Busy/No Answer	
Call Forward Cancel	
Active Appearance Select	
Idle Appearance Select	
Held Appearance Select	
Send All Calls	
Send All Calls Cancel	
Conference on Answer	
Transfer On Hang-Up	
Drop Last Added Party	
Exclusion	

---

## Setting up the Avaya one-X® Mobile Lite mode

### Before you begin

- Contact your administrator to enable Extension to Cellular (EC500) for your mobile device.
- Gather the required codes and Feature Name Extensions (FNEs) only if you plan to set up the application manually. For the list of codes refer to [Configuration data worksheet](#)
- Download the `.onexec500.txt` settings file if you want to set up the application automatically. Contact your administrator for more details.

## About this task

Use the following procedure to set up the Avaya one-X® Mobile Lite mode on your mobile device.

If you are logging into the Avaya one-X® Mobile application for the first time, you can choose the Lite mode from the Avaya one-X® Mobile Welcome screen. If you are in the UC mode, and want to switch to the Lite mode, tap **Settings > Client Mode > Avaya one-X Mobile Lite Mode**.

## Procedure

On the screen to configure the settings, tap:

- **Import Settings:** Tap this button if you want to use preset settings to configure the Avaya one-X® Mobile Lite mode. The application displays the Import Settings screen. Ask your administrator to provide you the settings file. You can download this file on your mobile device through e-mail, a shared link, or transfer the file using a USB or the Bluetooth connection of your computer or device.

For more details, refer to [Configuring the settings automatically](#) on page 71.

- **Settings:** Tap this button if you want to configure the settings manually. The application displays the Settings screen. After configuring, press the menu button on the device, then tap **one-X Home** to display the Home screen.

For more details, refer to [Changing Avaya one-X Mobile Lite telephony settings](#) on page 55.

 **Note:**

If the configuration is incomplete, the application displays a warning message informing you to complete the configuration or exit from the application.

- **Exit:** Tap this button to exit from the application.

---

## Configuring the settings automatically

### Before you begin

Your system administrator must provide you with the settings file. The settings file, `.onexec500.txt`, should be saved in a folder on your mobile device.

## About this task

Use this procedure to use preset settings to configure Avaya one-X® Mobile.

## Procedure

1. On the screen to configure the Avaya one-X® Mobile settings for Lite mode, tap **Import Settings**.

2. On the Import Settings screen, tap an option to use the preset settings. The application displays a dialog box to inform you that the settings are successfully loaded.
3. Tap **Ok** to return to the Settings screen.

---

## Managing Avaya one-X® Mobile Lite Settings

### Changing Avaya one-X® Mobile Lite settings

You can get to the Settings screen by pressing the menu button on the device and then tapping **Settings**.

You can adjust the settings to customize the Avaya one-X® Mobile application working in the Lite mode.

### Changing the call setting

#### About this task

Use this procedure to place calls through your office telephone system. However, under certain circumstances such as the lack of a stable data connection with your telephone carrier, it is effective to make a call directly using your mobile phone.

#### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Call**.
3. On the Call Settings screen, tap **Profile**.
4. Tap one of the following:
  - **Business: DirectDial:** Allows you to make a call using the Avaya one-X® Mobile Lite mode of operation. The system routes the call using the Avaya Aura® Communication Manager server. The Calling Line Identification Display (CLID) of the receiver displays your office telephone number and not your mobile number.
  - **Personal:** The application makes the calls through your mobile carrier.

**★ Note:**

The application does not update the call log for outgoing calls if the call setting is set to **Personal**.

5. Press the back button on the device to return to the Settings screen.
6. Press the back button on the device, and then select **Save** to save the setting.

---

## Changing the default tab setting

### About this task

Use this procedure to change the default screen that you see after you log in to the Avaya one-X® Mobile application.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. Tap **Default Tab**.
3. Tap to select a tab to set as default when you log in to the application.
4. Press the back button on the device, and then tap **Save** to save the setting.

**★ Note:**

Re-enter the application for the changes to take effect.

---

## Changing the contacts sort order settings

### About this task

Use this procedure to arrange the order of the results of any Avaya one-X® Mobile search activity either by the first name or the last name of the person. This procedure also displays the contacts in your contacts list as per this setting.

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, then tap **Settings**.
2. On the Settings screen, tap **Contacts Sort Order**.
3. Select one of the following:
  - **First, Last:** The application sorts the contacts alphabetically by the first name.

- **Last, First:** The application sorts the contacts alphabetically by the last name.

The application displays the new **Contacts Sort Order** setting on the Settings screen.

---

## Changing the client mode of operation

### About this task

Use this procedure to change the mode of operation of your client device to work in the standalone mode or connect to the Avaya one-X® Client Enablement Services server.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Client Mode**.
3. In the Client Mode dialog box, tap one of the following options:
  - **UC Mode:** Allows you to connect to the Avaya one-X® Client Enablement Services server.
  - **Lite Mode:** Allows you to work in the standalone mode by connecting directly to the Communication Manager server.

The application sets the mode of operation and displays a dialog box asking you to confirm the operation.

4. Tap **Yes** to change the mode.
5. Tap **No** to remain in the same mode.

---

## Viewing the version information

### About this task

Use this procedure to view the Avaya one-X® Mobile version and build information on your mobile device.

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.
2. Tap **About**.  
The application displays the version information.

3. Press the back button on the device to return to the Settings screen.

---

## Managing the corporate directory settings

### Changing the corporate directory settings

The corporate directory of your company behaves like a corporate phone book where you can search for the information of a contact from your company, such as phone number (desk phone or mobile or both) or e-mail address.

You must enter your user name, password, exchange server, secure connection, and SSL certificate information to gain access to the Avaya one-X® Mobile Lite Corporate Directory screen displaying the list of contacts. Contact your administrator to provide you with these details.

After you enter your credentials, you can gain access the corporate directory of your company by tapping **Contacts** on the bottom tab of the Avaya one-X® Mobile Lite screen, and then tapping **Corporate Directory**.

### Setting the user name

#### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Corporate Directory Settings**.
3. On the Corporate Directory Settings screen, tap **Username**.
4. In the Username dialog box, enter the user name of your corporate domain.
5. Tap **OK**.  
The application displays the Corporate Directory Settings screen showing the user name in the **Username** field.

---

### Setting the password

#### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Corporate Directory Settings**.

3. On the Corporate Directory Settings screen, tap **Password**.
4. In the Password dialog box, enter your corporate domain password.
5. Tap **OK**.  
The application displays the Corporate Directory Settings screen.

---

## Setting the exchange server

### About this task

**Exchange Server** setting allows you to enter the name of the exchange server you want the application to connect to.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Corporate Directory Settings**.
3. On the Corporate Directory Settings screen, tap **Exchange Server**.
4. In the Exchange Server dialog box, enter the name of your exchange server.
5. Tap **OK**.  
The application displays the Corporate Directory Settings screen showing the exchange server name in the **Exchange Server** field.

---

## Setting the secure connection

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Corporate Directory Settings**.
3. On the Corporate Directory Settings screen, tap **Use secure connection**.  
The application enables the secure connection feature by displaying a green check mark.

**Note:**

On enabling the secure connection feature, the application enables the **Accept all SSL certificates** field.

4. Tap **Accept all SSL certificates**.

The application displays a green check mark indicating that all SSL certificates will be accepted.

---

## Setting the Simultaneous Ring Control feature

### About this task

If you use both, the Avaya one-X® Mobile UC mode and the Avaya one-X® Mobile Lite mode, the **Simultaneous Ring** section is not displayed on the Home screen while in the Avaya one-X® Mobile Lite mode. Use the Simultaneous Ring Control feature to set the **Simultaneous Ring** section to be displayed on the Home screen while in the Lite mode, inspite of being provisioned to operate in both modes.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Advanced Features**.
3. On the Advanced Features screen, tap **Simultaneous Ring Control**.
4. Tap one of the following options:
  - **Hide**: The **Simultaneous Ring** section is not displayed on the Home screen.
  - **Show**: The **Simultaneous Ring** section is displayed on the Home screen

---

## Managing Avaya one-X® Mobile Lite telephony settings

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### Changing Avaya one-X® Mobile Lite telephony settings

The telephony settings are necessary when making a call or gaining access to the mid-call features. The telephony settings must be set when one of the following conditions apply:

- **Client Mode** on the Settings screen is set to **Lite**.
- **Network** on the Call Settings screen is set to **Business: Direct Dial**.

You can get to the Telephony Settings screen during the initial set up of the Avaya one-X® Mobile application by choosing the Avaya one-X® Mobile Lite mode option or by pressing the menu button on the device, and then tapping **Settings > Telephony Settings**.

You can adjust these settings to customize the Avaya one-X® Mobile Lite mode of operation. For example, you can configure the settings to enable simultaneous ringing of your desk phone and mobile devices.

**\* Note:**

The system displays the mandatory settings in red color. If the mandatory settings are incomplete, the application displays a warning message informing you to either complete the configuration or exit from the application. On completing the required settings, the application enables the **Finish Setup** button.

---

## Setting the emergency number

### About this task

The Emergency Numbers screen displays a list of predefined numbers that you can set as default to contact in case of an emergency.

Use this procedure to set the emergency number from a list of predefined numbers.

### Procedure

1. Press the menu button on the device and tap **Settings**.
2. On the Settings screen, tap **Emergency Number**.
3. Tap a number to select it as the default number to dial in case of an emergency.  
The application displays the Settings screen showing the selected entry in the **Emergency Numbers** field.

---

---

## Customizing the emergency number

### About this task

Use this procedure to customize the emergency number to a number not displayed in the predefined list of numbers.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Custom Emergency Number**.
3. In the Custom Emergency Number dialog box, enter a number to set it as the emergency number.
4. Tap **OK**.

The application displays the Settings screen. The Settings screen now displays the number in the **Custom Emergency Number** field.

---

## Setting the Default Direct Inward Dialing (DID) Prefix

The Direct Inward Dialing (DID) code is the first set of digits that are common to all FNEs. The application prefixes the default DID to the FNE when activating or deactivating a feature.

### About this task

Use this procedure to set the default DID prefix. The application prefixes the DID to an FNE when any feature is activated or deactivated by the user. For example, consider the default DID prefix to be 02066070 and the FNE to enable a feature is 681. When enabling the feature, the application dials 02066070681.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Default DID Prefix**.
4. On the Default DID Prefix screen, enter a number to set it as the DID code.
5. Tap **Save**.

---

## Setting the Idle Appearance Select code

### About this task

Use this procedure to set the Idle Appearance Select code. The Idle Appearance Select code identifies an idle line on your desk phone when you want to make a call.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Idle Appearance Select**.
4. On the Idle Appearance Select screen, enter the code to set the idle appearance for your telephone.
5. Tap **Save**.

---

---

## Setting the Internal Extension Length

Use the Avaya one-X® Mobile Lite mode to make a call to the extension number of an employee within the corporate directory of your company by dialing the short-string, private-extension number.

### About this task

The **Internal ext. Length** field determines if the called number is an extension number within your corporate and can be called directly. Use this procedure to set the number of digits in an extension number within your corporate. The default value is set to 4.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Internal ext. Length**.
4. Tap the number of digits from the list of displayed options.  
The application displays the Telephony Settings screen showing the setting in the **Internal ext. Length** field.

---

---

## Setting the National Number Length

### About this task

Use this procedure to set the length, in terms of the number of digits, in a national number. The **Nat. Number Length** field determines the number of digits in the telephone number of your home country. Exclude the country code when calculating the national number length.

### Procedure

1. Press the menu button on the device and tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Nat. Number Length**.
4. Tap one of the options.  
The application displays the Telephony Settings screen.

---

---

## Setting the Outside Line Code

### About this task

Use this procedure to set the outside line code or Alternate/Automatic Route Selection (ARS) code for the Avaya one-X® Mobile application in Lite mode to use when dialing an outside number. For example, the most common ARS access code for North America and Western Europe is 9, while for Germany and Eastern Europe it is 0.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Outside Line Code**.
4. On the Outside Line Code screen, enter the outside line code.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Outside Line Code** field.

---

## Setting the Home Country Code

### About this task

Use this procedure to set the home country code. The complete list of country codes can be found at [http://www.itu.int/itudoc/itu-t/ob-lists/icc/e164\\_763.html](http://www.itu.int/itudoc/itu-t/ob-lists/icc/e164_763.html).

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen tap **Home Country Code**.
4. On the Home Country Code screen, enter your country code.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Home Country Code** field.

---

---

## Setting the National Direct Dial code

### About this task

Use this procedure to set the national direct dial code. Avaya one-X® Mobile modifies dialed numbers to be compatible with your office voice mail system. The **Nat. Direct Dial** code is used to make a direct-dial call within your home country.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Nat. Direct Dial**.
4. On the Nat. Direct Dial screen, enter the national direct dial code.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Nat. Direct Dial** field.

---

---

## Setting the International Direct Dial code

### About this task

Use this procedure to set the international direct dial code. Avaya one-X® Mobile modifies dialed numbers to be compatible with your office voice mail system. The **Intl. Direct Dial** code is used to make an international direct-dial call.

**\* Note:**

If the dialed number starts with + or has IDD prefixed, the number is an international number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Intl. Direct Dial**.
4. On the Intl. Direct Dial screen, enter the international direct dial code.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Intl. Direct Dial** field.

---

---

## Setting the Voicemail Access number

### About this task

Use the following procedure to set your voice mail access number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Voicemail Access**.
4. On the Voicemail Access screen, enter your voice mail number.
5. Tap **Save**.

The application displays the Telephony Settings screen showing the code in the **Voicemail Access** field.

---

## Setting the Off-PBX Call Enable code

The Off-PBX Enable feature is similar to the SimRing Enable feature. The SimRing Enable feature allows you to set a destination telephone number (usually your mobile telephone number) to ring when you receive a call on your office telephone number.

### About this task

Use this procedure to set the code to activate your mobile device to ring when you receive a call on your office telephone number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Off-PBX Call Enable**.
4. On the Off-PBX Call Enable screen, enter the code to enable the simultaneous ring feature.
5. Tap **Save**.

The application displays the Telephony Settings screen showing the code in the **Off-PBX Call Enable** field.

---

---

## Setting the Off-PBX Call Disable code

In this application, the Off-PBX Call Disable feature is similar to the SimRing Disable feature. The SimRing Disable feature disables your destination telephone number (usually your mobile telephone number) from ringing when you receive a call on your office telephone number.

### About this task

Use this procedure to set the code to disable your mobile device from ringing when you receive a call on your office telephone number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Off-PBX Call Disable**.
4. On the Off-PBX Call Disable screen, enter the code to disable the simultaneous ring feature.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Off-PBX Call Disable** field.

---

---

## Setting the Call Forward All code

### About this task

Use this procedure to set the code to activate call forwarding.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Call Forward All**.
4. On the Call Forward All screen, enter the code to activate call forwarding for all calls.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Call Forward All** field.

---

---

## Setting the Call Forward Busy/No Answer code

### About this task

Use this procedure to set the code to forward calls when the status of your telephone line is Busy or No Answer.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Call Forward Busy/No Answer**.
4. On the Call Forward Busy/No Answer screen, enter the code to enable call forwarding when the status of the telephone line is Busy or No Answer.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Call Forward Busy/No Answer** field.

---

---

## Setting the Call Forward Cancel code

### About this task

Use this procedure to set the code to cancel call forwarding.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Call Forward Cancel**.
4. On the Call Forward Cancel screen, enter the code to cancel call forwarding.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Call Forward Cancel** field.

---

---

## Setting the Active Appearance Select code

### About this task

Use this procedure to set the code to join an active call on your office deskphone via your mobile device.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Active Appearance Select**.
4. On the Active Appearance Select screen, enter the code to join a call.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Active Appearance Select** field.

---

---

## Setting the Held Appearance Select code

### About this task

Use this procedure to set the code to put a call on hold on the server.

 **Note:**

This feature is not implemented for the current release.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Held Appearance Select**.
4. On the Held Appearance Select screen, enter the code to put a call on hold.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Held Appearance Select** field.

---

---

## Setting the Send All Calls code

### About this task

Use this procedure to set the code to send all calls to a predefined telephone number set by your administrator on the server. This number is usually your corporate voice mail number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Send All Calls**.
4. On the Send All Calls screen, enter the code to send all calls to a predefined (usually voice mail) number set on the server.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Send All Calls** field.

---

---

## Setting the Send All Calls Cancel code

### About this task

Use this procedure to set the code to cancel sending all calls to the predefined number set by your administrator on the server.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Send All Calls Cancel**.
4. On the Send All Calls Cancel screen, enter the code to cancel sending all calls.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Send All Calls Cancel** field.

---

---

## Setting the Conference on Answer code

### About this task

Use this procedure to set the code to add a number to a conference call.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Conference on Answer**.
4. On the Conference on Answer screen, enter the conference code.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Conference on Answer** field.

---

---

## Setting the Transfer On Hang-Up code

### About this task

Use this procedure to set the code to transfer a call to another telephone number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Transfer On Hang-Up**.
4. On the Transfer On Hang-Up screen, enter the code to transfer a call to another telephone number.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Transfer On Hang-Up** field.

---

---

## Setting the Drop Last Added Party code

### About this task

Use this procedure to set the code to drop the last call added to the conference.

## Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Drop Last Added Party**.
4. On the Drop Last Added Party screen, enter the code to drop the last call added to the conference.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Drop Last Added Party** field.

---

## Setting the Exclusion code

The Exclusion feature restricts another party from eavesdropping on an active call made from your deskphone or mobile.

### About this task

Use the following procedure to set the exclusion code:

## Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Exclusion**.
4. On the Exclusion screen, enter the exclusion code.
5. Tap **Save**.  
The application displays the Telephony Settings screen showing the code in the **Exclusion (Toggle On/Off)** field.

---

## Visual voice mail

### About this task

While in the Avaya one-X® Mobile Lite mode, you do not have access to a visual display of your messages. You will need to switch to the Avaya one-X® Mobile UC mode. However, you can call your office telephone number to access your voice mail.

Use the following procedure to call your corporate voice mail system:

## Procedure

1. Tap **Messages** on the top tab of the Avaya one-X® Mobile screen.
2. On the Messages screen, tap **Call Voicemail**.

---

# Bridging onto an active call

## Before you begin

You must set the **Active Appearance Select** code on the Telephony Settings screen. For more information, refer to [Setting the Active Appearance Select code](#) on page 63.

## About this task

Use the Bridge onto active call feature to join the active call using your mobile device without disconnecting the active call or keeping the call on hold.

## Procedure

1. Tap **Home** on the top tab of the Avaya one-X® Mobile screen.
2. On the Home screen, tap **Bridge onto active call**.  
You are now connected to the active call from your mobile device.

---

# Mid-call features

Mid-call features are displayed while you are on an active call. You need to set the respective codes to activate the mid-call features.

During an active call, press the menu button on the device to display the following mid-call features:

## Conference on Answer

This feature enables you to make a conference call.

The application displays the **Conference** feature while you are in the middle of an active call only if you have entered the **Conference on Answer** code on the Telephony Settings screen. To set the **Conference on Answer** code, see [Setting the Conference on Answer code](#) on page 65.

## Transfer on Hang-Up

This feature enables you to transfer a call only after you hang up from the active call.

The application displays the **Transfer** feature while you are in the middle of an active call only if you have entered the **Transfer on Hang-Up** code on the Telephony Settings screen. To set the **Transfer on Hang-Up** code, see [Setting the Transfer On Hang-Up code](#) on page 65.

### Drop Last Added Party

This feature enables you to drop the last added party from the active call.

The application displays the **Drop Last Party** feature while you are in the middle of an active call only if you have entered the **Drop Last Added Party** code on the Telephony Settings screen. To set the **Drop Last Added Party** code, see [Setting the Drop Last Added Party code](#) on page 66.

### Exclusion

This feature restricts another party from eavesdropping on an active call made from your deskphone or mobile device when activated.

The application displays the **Enable Exclusion** feature while you are in the middle of an active call only if you have entered the **Exclusion** code on the Telephony Settings screen. To set the **Exclusion** code, see [Setting the Exclusion code](#) on page 66.

---

## Making a call using the Avaya one-X® Mobile Lite mode

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### Making a call from Dialpad

#### About this task

Use this procedure to make a call using the Avaya one-X® Mobile Lite mode to the telephone number of a contact.

#### Procedure

1. Tap **Dialpad** on the top tab of the Avaya one-X® Mobile screen.
2. Enter the number of the contact you want to call.

★ **Note:**

Dial the number as if you were calling from your mobile device and not your office telephone device. For example, do not prefix 9 while dialing a number.

3. Tap the call icon.  
The application assembles the correct dial sequence and initiates a call using the native dialer in the following format: [DID Prefix][FNE][Telephone number you dialed].

---

---

## Making an international call from Dialpad

### About this task

Use this procedure to make an international call using the Avaya one-X® Mobile Lite mode.

### Procedure

1. Tap **Dialpad** on the top tab of the Avaya one-X® Mobile screen.
2. Enter the number of the contact you want to call.

**Note:**

Dial the number as if you were calling from your mobile device and not your office telephone device. For example, do not prefix 9 while dialing a number.

3. Tap the call icon.

The application assembles the correct dial sequence and initiates a call using the native dialer in the following format: [DID Prefix][Idle Appearance Select][Outside Line Code][International Direct Dial][Telephone number you dialed].

---

---

## Making a call to an extension number

### About this task

Use this procedure to make a call using the Avaya one-X® Mobile Lite mode to the extension number of a contact from your corporate.

### Procedure

1. Tap **Dialpad** on the top tab of the Avaya one-X® Mobile screen.
2. Using the displayed dial pad, enter the extension number of a contact.
3. Tap the call icon.  
The application assembles the correct dial sequence and initiates a call using the native dialer in the following format:[DID Prefix][Idle Appearance Select][Telephone number you dialed].

---

---

## Making a national call

### About this task

Use this procedure to make a national call using the Avaya one-X® Mobile Lite mode.

## Procedure

1. Tap **Dialpad** on the top tab of the Avaya one-X® Mobile screen.
2. Using the displayed dial pad, enter a national number you want to call.
3. Tap the call icon.  
The application assembles the correct dial sequence and initiates a call using the native dialer in the following format: [DID Prefix][Idle Appearance Select][Outside Line Code][National Direct Dial][Telephone number dialed].

---

## Dialing the conference bridge

### Before you begin

You have to set the conference bridge number. To do this:

1. Tap **Home** on the top tab of the Avaya one-X® Mobile screen.
2. On the **Home** screen, tap **Conference Bridge**.
3. Tap in the **Number** field.
4. Using the displayed dial pad, enter the conference bridge number.
5. Tap **Ok**.
6. Tap in the **Pin Number** field.
7. In the Conference Bridge Pin Number dialog box, enter the PIN number.
8. Tap **OK**.

The application enables the **Call Conference Bridge** button.

### About this task

Use this procedure to dial the conference bridge.

## Procedure

1. Tap **Home** on the top tab of the Avaya one-X® Mobile screen.
2. On the Home screen, tap **Conference Bridge**.
3. Tap **Call**.  
The application assembles the correct dial sequence and initiates a call using the native dialer.

**Note:**

To edit the conference bridge number, tap **Edit Bridge Number**.

---

---

## Making a call from Contacts

### About this task

Use this procedure to make a call using the Avaya one-X® Mobile Lite mode.

### Procedure

1. Tap **Contacts** on the top tab of the Avaya one-X® Mobile screen.
2. On the Contacts screen, tap the contact you want to call.
3. Tap the number you want to call.

---

---

## Making a call from Corporate Directory

### Before you begin

You must set the **Corporate Directory Settings** on the Settings screen. For more details, see [Changing the corporate directory settings](#) on page 75 under Managing the Corporate Directory.

### About this task

Use this procedure to make a call to a contact from the Avaya one-X® Mobile Corporate Directory screen.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.
2. Press the menu button on the device and tap **Corporate Directory**.  
The application displays the Corporate Directory screen.
3. Tap in the search field and enter the first few letters of the first or last name of the contact.
4. Tap **Search**.  
The application displays the search results.
5. Tap the name of the person you want to call.
6. Tap **View Details**, then tap the number you want to call.

---

---

## Making a call from History

### About this task

Use this procedure to make a call using the Avaya one-X® Mobile Lite mode.

### Procedure

1. Tap **History** on the top tab of the Avaya one-X® Mobile screen.  
The application displays the History screen. Each entry shows the time or date of the call.
2. Tap a call entry.
3. Tap **Call**.  
The application displays the screen showing the details of the contact being called.

---

---

## Managing contacts

---

### Contacts feature overview

The Contacts feature of the application in the Avaya one-X® Mobile Lite mode helps you manage your work calls.

Using this feature, you can:

- Add, edit, or delete a contact.
- View the details of a contact.
- Make a call to a contact.
- Search for a contact from your list of contacts.
- Send a text message to a contact.

---

## Viewing contacts

### About this task

Use this procedure to view the list of contacts on the Avaya one-X® Mobile My Contacts screen.

## Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the Contacts screen.
2. Tap **My Contacts**.  
The application displays the My Contacts screen showing the list of contacts. The application also displays the search field that you can use to search for a contact.

---

## Adding a contact

### About this task

Use this procedure to add a contact using the Avaya one-X® Mobile Lite mode on the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the Contacts screen.
2. Tap a contact.
3. Tap **New Contact**.
4. Enter the details for the contact.
5. Press the back button on the device, then tap **Save** to save the details of the contact.

---

## Editing a contact

### About this task

Use this procedure to edit the details of a contact using the Avaya one-X® Mobile Lite mode on the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the Contacts screen.
2. Tap a contact, and then tap **Edit**.
3. Edit the details of the contact.

4. Press the back button on the device, and then tap **Save** to save the details of the contact.

---

## Deleting a contact

### About this task

Use this procedure to delete a contact using the Avaya one-X® Mobile Lite mode from the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the Contacts screen.
2. Tap a contact, and then tap **Delete**.
3. The application displays a dialog box asking you to confirm your operation.
4. Tap **Yes** to delete the contact.

---

## Searching your contact list

### About this task

Use this procedure to search for a contact using the Avaya one-X® Mobile Lite mode on the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the Contacts screen.
2. On the Contacts screen, tap in the **Search** field, then enter the first few letters of the first name or the last name of the contact.

**Note:**

To display the **Search** field, press the menu button on the device, and then tap **Search**.

The application displays the names from the contacts list that match the search criteria.

---

---

## Sending a text message to a contact

### About this task

Use this procedure to send a text message to a contact. The application uses the data channel of your service provider to send the messages. Hence, the tariff plans of your service provider are applicable.

### Procedure

1. Tap **Contacts** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the Contacts screen.
2. On the Contacts screen, tap a contact.
3. Tap **Text Message**.
4. Type the message.
5. Press the menu button on the device, and then tap **Send**.

---

---

## Managing history

---

### History feature overview

The History feature provides detailed information about the outgoing calls from your telephone device.

Use the History feature to:

- View the call log.

**★ Note:**

- The application does not update the call log for outgoing calls if the call setting is set to **Personal**. To see your call setting, see [Changing the call setting](#) on page 72.
- The History screen displays the names of only those corporate directory contacts that are saved in **My Contacts**. For all other corporate directory contacts, which are not saved in **My Contacts**, the History screen displays only the number of the contact.

- The History screen displays the call log that is retrieved from the Avaya one-X® Client Enablement Services server when you switch from the Avaya one-X® Mobile Lite mode to the Avaya one-X® Mobile UC mode.

- Initiate a call to a number you had previously called.
- Add the number to an existing contact.
- Save a contact.

---

## Viewing history

### About this task

Use this procedure to view a list of outgoing calls using the Avaya one-X® Mobile Lite mode on the Avaya one-X® Mobile History screen.

### Procedure

1. Tap **History** on the top tab of the Avaya one-X® Mobile screen.  
The application displays the History screen. Each entry shows the time or date of the call.
2. Press the back button on the device to return to the previous screen.

---

---

## Deleting a call entry

### About this task

Use this procedure to delete a call entry using the Avaya one-X® Mobile Lite mode on the Avaya one-X® Mobile History screen.

### Procedure

1. Tap **History** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the History screen. Each entry shows the time or date of the call.
2. Tap the call entry you want to delete.
3. Tap **Delete**.  
The application displays a dialog box asking you to confirm the operation.
4. Tap **Yes**.  
The application deletes the call entry from the History screen.

---

---

## Deleting the entire call history

### About this task

Use this procedure to delete all call entries using the Avaya one-X® Mobile Lite mode on the Avaya one-X® Mobile History screen.

### Procedure

1. Tap **History** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the History screen. Each entry shows the time or date of the call.
2. Press the menu button on the device, and then tap **Clear List**.  
The application displays a dialog box, with options **Yes** and **No**, asking you to confirm the operation.
3. Tap **Yes**.  
The application clears the History screen.

---

---

## Saving a new contact from history to your contact list

### About this task

Use this procedure to save the details of a caller using the Avaya one-X® Mobile Lite mode from the Avaya one-X® Mobile History screen to the My Contacts screen.

### Procedure

1. Tap **History** on the top tab of your Avaya one-X® Mobile screen.  
The application displays the History screen. Each entry shows the time or date of the call.
2. Tap the contact you want to add to your contacts list.
3. Tap **View Details**.
4. Tap **Create New Contact**.
5. Enter the details for the contact.
6. Press the back button to save the contact.
7. Tap **Save**.

---

## Updating an existing contact with details from history

### About this task

Use this procedure to update a contact on the Avaya one-X® Mobile My Contacts screen with a telephone number on the History screen.

### Procedure

1. Tap **History** on the top tab of your Avaya one-X® Mobile Lite screen.
2. Tap the contact you want to add to your contact list.
3. Tap **View Details**.
4. Tap **Add to Existing Contact**.
5. On the Contacts screen, tap the existing contact you wish to update.
6. Press the menu button on the device, and then tap **Save** to save the contact.

---

## Managing the Simultaneous Ring feature

### Simultaneous Ring feature overview

Use the Avaya one-X® Mobile Lite mode to set your office telephone and mobile device to ring simultaneously when you receive an incoming call on your office telephone system. Access the Simultaneous Ring feature on the Avaya one-X® Mobile Home screen.

 **Note:**

- The application displays the **Simultaneous Ring** section on the Home screen if you are using only the Avaya one-X® Mobile Lite mode. If you are using both the Avaya one-X® Mobile UC mode and Avaya one-X® Mobile Lite mode, the **Simultaneous Ring** section is not visible on the Home screen when connected to the Avaya one-X® Mobile Lite mode.
- To display the **Simultaneous Ring** section on the Home screen, you have to change the **Simultaneous Ring Control** setting. For more information, see [Setting the Simultaneous Ring Control feature](#) on page 55.

**Related topics:**

[Setting the Off-PBX Call Enable code](#) on page 61  
[Setting the Off-PBX Call Disable code](#) on page 61

[Enabling the Simultaneous Ring feature](#) on page 102

[Disabling the Simultaneous Ring feature](#) on page 102

---

## Enabling the Simultaneous Ring feature

### Before you begin

You must set the **Off-PBX Call Enable Code** on the Telephony Settings screen. For more details, refer to [Setting the Off-PBX Call Enable code](#) on page 61.

### About this task

Use this procedure to enable the simultaneous ringing of your desk phone and mobile device whenever you receive a call on your office telephone system.

### Procedure

1. Tap **Home** on the top tab of the Avaya one-X® Mobile screen.
2. On the Home screen, tap **Simultaneous Ring**.
3. Tap **Enable**.  
The application enables simultaneous ringing on your mobile device.

---

---

## Disabling the Simultaneous Ring feature

### Before you begin

You must set the **Off-PBX Call Disable Code** on the Telephony Settings screen. For more details refer to [Setting the Off-PBX Call Disable code](#) on page 61.

### About this task

Use this procedure to disable the simultaneous ringing of your desk phone and mobile devices. Now, only your desk phone device rings when you receive a call on your office telephone number.

### Procedure

1. Tap **Home** on the top tab of the Avaya one-X® Mobile screen.
2. On the Home screen, tap **Simultaneous Ring**.
3. Tap **Disable**.  
The application disables the simultaneous ringing of your mobile device.

---

---

# Managing the Send All Calls feature

---

## Send All Calls feature overview

Use the Send All Calls feature to enable you to send all callers to your office voice mail system when you are busy and unable to receive calls. Gain access to the Send All Calls feature from the Avaya one-X® Mobile Home screen.

---

## Enabling the Send All Calls feature

### Before you begin

You must set the following FNEs on the Telephony Settings screen:

- **Send All Calls.** See [Setting the Send All Calls code](#) on page 64 for more details.
- **Send All Calls Cancel.** See [Setting the Send All Calls Cancel code](#) on page 65 for more details.

### About this task

Use this procedure to send all callers to your corporate voice mail system.

### Procedure

1. On the Avaya one-X® MobileHome screen, tap **Send All Calls**.
2. Tap **Enable** to generate a call to the **Send All Calls** FNE telephone number.  
The application directs all callers to your corporate voice mail system.

---

---

## Disabling the Send All Calls feature

### Before you begin

You must set the following FNEs on the Telephony Settings screen:

- **Send All Calls.** See [Setting the Send All Calls code](#) on page 64 for more details.
- **Send All Calls Cancel.** See [Setting the Send All Calls Cancel code](#) on page 65 for more details.

## About this task

Use this procedure to disable the Send All Calls feature, thus allowing you to receive all calls on your mobile device.

### Procedure

1. On the Avaya one-X® MobileHome screen, tap **Send All Calls**.
2. Tap **Disable**.  
The application disables the Send All Calls feature, thus allowing you to receive all calls on your mobile device.

---

## Managing the Call Forwarding feature

### Call Forwarding feature overview

Use the Call Forwarding feature to enable you to forward callers to another telephone number. Gain access to the Call Forwarding feature on the Avaya one-X® Mobile Home screen.

#### Related topics:

- [Setting the Call Forward All code](#) on page 62
- [Setting the Call Forward Busy/No Answer code](#) on page 62
- [Setting the Call Forward Cancel code](#) on page 63
- [Enabling the Call Forwarding feature](#) on page 104
- [Disabling the Call Forwarding feature](#) on page 105

### Enabling the Call Forwarding feature

#### Before you begin

You must set the following FNEs on the Telephony Settings screen:

- **Call Forward All**. See [Setting the Call Forward All code](#) on page 62 for more details.
- **Call Forward Busy/No Answer**. See [Setting the Call Forward Busy/No Answer code](#) on page 62 for more details.
- **Call Forward Cancel**. See [Setting the Call Forward Cancel code](#) on page 63 for more details.

## About this task

Use this procedure to enable you to forward callers to another telephone number or mobile number of your choice.

## Procedure

1. Tap **Home** on the top tab of the Avaya one-X® Mobile screen.
2. On the Home screen, tap **Call Forwarding**.
3. Tap **Set Number**.
4. Using the displayed dial pad, enter a number to which you want to forward your calls.
5. Tap **OK**.  
The application displays the Home screen showing the number in the **Call Forwarding** field.
6. On the Home screen, tap **Call Forwarding**.
7. Tap **Enable** or **Enable if busy or no answer**.  
The application forwards all your calls to another telephone number or mobile number of your choice.

---

## Disabling the Call Forwarding feature

### Before you begin

You must set the following FNEs on the Telephony Settings screen:

- **Call Forward All**. See [Setting the Call Forward All code](#) on page 62 for more details.
- **Call Forward Busy/No Answer**. See [Setting the Call Forward Busy/No Answer code](#) on page 62 for more details.
- **Call Forward Cancel**. See [Setting the Call Forward Cancel code](#) on page 63 for more details.

## About this task

Use this procedure to disable the Call Forwarding feature.

## Procedure

1. Tap **Home** on the top tab of the Avaya one-X® Mobile screen.
2. On the Home screen, tap **Call Forwarding**.
3. Tap **Disable**.  
The application disables the Call Forwarding feature.



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